

## **Transcript: VICTORIA**

**Taylor-5137107033833472-4835668847804416**

### **Full Transcript**

... forwarded to an automatic voice message system. Your call may be monitored or recorded for quality assurance. 6183045420 is not available. At the tone, please record your message. When you are finished recording, you may hang up or press one for more options. Hey, this message is for Kelsey. This is Victoria with Benefits on a Card. Um, I'm just giving you a call because we did receive your email regarding the coverage that you have through Pharmaville for prescriptions. Um, I am not seeing a member ID listed on your ID card for, uh, your, your prescription coverage. Um, everything that they would need is listed on the ID card. Right, um, next to it, it will say Pharmaville. There is a BIN number, a group number, and a PCN number. Um, they should be able to pull up your coverage based off of that information. However, if they are having issues, there is also a pharmacy help desk phone number that they can call out to to get further assistance. Now, you may also want to verify that the prescription that was already prescribed to you by your doctor is a covered medication. Uh, and to do that, you will need to contact Pharmacoville directly. Pharmacoville's phone number is 800-933-3734. Um, if you need anything else or have any further questions, please give us a call back. Our phone number is 800-497-4856. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern Time. Thank you and have a wonderful day. If you are satisfied with your message, press one to listen to your message. Press two to erase and re-record. Press three to con- Message review. Hey, this message is for Kelsey. This is Victoria with Benefits on a Card. Um, I'm just giving you a call because we did receive your email regarding the coverage that you have through Pharmacoville for prescriptions. Um, I am not seeing a member ID listed on your ID card for, uh, your, your prescription coverage. Um, everything that they would need is listed on the ID card. Right, um, next to it, it will say Pharmacoville. There is a BIN number, a group number, and a PCN number. Um, they should be able to pull up your coverage based off of that information. However, if they are having issues, there is also a pharmacy help desk phone number that they can call out to to get further assistance. Now, you may also want to verify that the prescription that was already prescribed to you by your doctor is a covered medication. Uh, and to do that, you will need to contact Pharmacoville directly. Pharmacoville's phone number is 800-933-3734. Um, if you need anything else or have any further questions, please give us a call back. Our phone number is 800-497-4856. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern Time. Thank you and have a wonderful day. If you are satisfied with your message, press one to listen. To send your message with normal delivery, press one. T- Thank you. Your message has been sent. Goodbye.

### **Conversation Format**

Speaker speaker\_0: ... forwarded to an automatic voice message system.

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance.

Speaker speaker\_0: 6183045420 is not available. At the tone, please record your message. When you are finished recording, you may hang up or press one for more options.

Speaker speaker\_2: Hey, this message is for Kelsey. This is Victoria with Benefits on a Card. Um, I'm just giving you a call because we did receive your email regarding the coverage that you have through Pharmaville for prescriptions. Um, I am not seeing a member ID listed on your ID card for, uh, your, your prescription coverage. Um, everything that they would need is listed on the ID card. Right, um, next to it, it will say Pharmaville. There is a BIN number, a group number, and a PCN number. Um, they should be able to pull up your coverage based off of that information. However, if they are having issues, there is also a pharmacy help desk phone number that they can call out to to get further assistance. Now, you may also want to verify that the prescription that was already prescribed to you by your doctor is a covered medication. Uh, and to do that, you will need to contact Pharmacoville directly. Pharmacoville's phone number is 800-933-3734. Um, if you need anything else or have any further questions, please give us a call back. Our phone number is 800-497-4856. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern Time. Thank you and have a wonderful day.

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